

Roberto Aguirre Guardia

Implementation Technical Lead · SaaS & Enterprise Delivery · AI Agents & RAG · Discovery, Requirements & POCs · SQL · Stakeholder Management · 15+ years

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PROFILE

Systems Engineer with an **MBA** and 15+ years leading **SaaS and enterprise software implementations** end to end, from client discovery to a solution that ships and works. I combine **hands on technical execution** with delivery coordination: today I configure and build **AI agents, RAG and automations** in production, and I have a strong track record running **discovery sessions, translating business requirements into technical solutions, and presenting POCs** to stakeholders. Solid on **SQL and databases**, API integrations and debugging, with functional command of **Azure**. High ownership, consultative mindset and comfort in ambiguous, fast changing environments. Professional English.

EXPERIENCE

AI Delivery & Engineering Lead · DigitalHubAssist LLC Oct 2024 · Present

Remote · AI powered SaaS platform

- ▶ Configure and build **AI agents, RAG, business rules and workflow automations** in production; integrate via **APIs and webhooks** and orchestrate with Inngest over a **SQL** stack (PostgreSQL, pgvector, Supabase).
- ▶ Own quality and **troubleshooting** of production LLM systems with monitoring and traceability (Langfuse), and continuously improve **templates and best practices**.
- ▶ Under my leadership, DigitalHubAssist reached **Registered Partner status in Anthropic's partner program**; product recognized by **Revista DINERO**.

Consulting Manager · Enterprise Delivery · NTT DATA Colombia Apr 2021 · Oct 2024

Bogotá, Colombia · Enterprise SaaS & Software

- ▶ Led **enterprise software implementations** for the office's largest account: **discovery sessions**, technical requirements, delivery and **stakeholder management** up to C level.
- ▶ Reviewed and ensured the **quality** of work delivered by the client's software factory and teams of up to 30 people, with the **lowest attrition** in the account; recovered the at risk Promigas program.

Project / Implementation Manager · VASS Colombia Apr 2018 · Apr 2021

Bogotá, Colombia · Digital Platforms

- ▶ Led the implementation and cloud migration to **Azure** of Porvenir's digital channels (millions of users), coordinating integrations and multidisciplinary teams → **LATAMDIGITAL 2019** award.

Project / Implementation Manager · GlobalHitss Nov 2015 · Apr 2018

Bogotá, Colombia · E-commerce · Insurance

- ▶ Delivered the **Colsanitas e-commerce** implementation and Cardif landing, gathering requirements and translating them into working technical solutions.

EDUCATION

MBA · Tecnológico de Monterrey Mexico · 2004

Systems Engineering · Universidad de Lima Peru · 1999 · Top Tercile

SKILLS

SaaS & Enterprise Implementation Leadership

AI Agents & RAG Configuration

Discovery & Requirements Gathering

Technical POCs & Demos

REST APIs · Webhooks · Integrations

SQL & Databases (PostgreSQL)

Workflow Automation (Inngest)

Cloud (Azure) · Debugging

Stakeholder Management

Systems Engineering · MBA

Spanish native · English professional